

E [REDACTED] P [REDACTED]

Mrs. P [REDACTED]: Hello

Telemarketer: Yes, may I talk with Mrs. P [REDACTED]

Mrs. P [REDACTED]: Speaking.

Telemarketer: How you doing ma'am my name is George. I'm calling about verification from Santanna Energy Services regarding the Nicor Customer Select program. I just need to verify the information on tape as a matter of record. Is that ok with you ma'am?

Mrs. P [REDACTED]: Yes, it is.

Telemarketer: Ok, it is now 4:11 P.M. and the date is 3-20-02 and the name as it appears on the Nicor bill is E [REDACTED] P [REDACTED]

Mrs. P [REDACTED]: No, P [REDACTED]

Telemarketer: Oh, P [REDACTED] ok let me change that for you ok.

Mrs. P [REDACTED]: Ok.

Telemarketer: Ok P [REDACTED] is right and I show your address as [REDACTED] Oak Park, Illinois 60304.

Mrs. P [REDACTED]: Right.

Telemarketer: And your phone number [REDACTED]

Mrs. P [REDACTED]: Correct.

Telemarketer: And you are the person authorized to enroll your account in the Nicor Customer Select program in order to receive the market rate correct?

Mrs. P [REDACTED]: Correct.

Telemarketer: I show your account number as [REDACTED]

Mrs. P [REDACTED]: The account number is [REDACTED]

Telemarketer: Oh [REDACTED]

Mrs. P [REDACTED]: [REDACTED]

OFFICIAL FILE

ILL. C. C. DOCKET NO. 02-0441

Santanna Cross Exhibit No. 7

Witness _____

Date 8/28/02 Reporter CB

Telemarketer: [REDACTED]

Mrs. P [REDACTED]: [REDACTED]

Telemarketer: [REDACTED]

Mrs. P [REDACTED]: [REDACTED]

Telemarketer: Ma'am

Mrs. P [REDACTED]: The meter number or account number which one do you want.

Telemarketer: Would you read me the account number?

Mrs. P [REDACTED]: The account number is [REDACTED]

Telemarketer: Ok, the 3 is not a Santanna number here ok.

Mrs. P [REDACTED]: Ok.

Telemarketer: Alright I mean the meter number is [REDACTED] correct?

Mrs. P [REDACTED]: [REDACTED]

Telemarketer: Sorry about that. Ok, you are now enrolling in Nicor Customer Select program this will switch just the natural gas portion of your bill to Santanna as your supplier natural gas for next 36 months ok?

Mrs. P [REDACTED]: Ok.

Telemarketer: You will continue to receive a bill from Nicor just like you always have. The only difference you will see is on the bottom portion of the bill you will see Santanna's name as your supplier. Which in Chicago Index rate NGI plus 6 cents per therm ok?

Mrs. P [REDACTED]: Ok.

Telemarketer: You will receive a welcome letter in the mail within the next couple of weeks reconfirming what we have told you today. Have you been given the toll free number in case there are any questions ma'am?

Mrs. P [REDACTED]: Yes, I got the number.

Telemarketer: All right. Just to make sure everything is crystal clear, you understand that it will be Santanna Energy Services that will provide Nicor with all the natural gas that

you'll ever need. Nicor will continue to deliver the natural gas to you and to send your bills every month as they always have.

Mrs. P[REDACTED] Ok.

Telemarketer: You will make your payments as always to Nicor. Is that clear?

Mrs. P[REDACTED] Right.

Telemarketer: Your verification is complete at this point. Do you have any questions?

Mrs. P[REDACTED] No, I don't.

Telemarketer: You have a good day ma'am

Mrs. P[REDACTED] Thank you.